



Aviation Maintenance Risk Management Presentations

**CDR Al Stephens
Naval Safety Center
Norfolk, Virginia**

Overview

- **History –**
 - **Maintenance Malpractice**
 - **Khaki Risk Management**
- **How are they the same?**
- **How are they different?**
- **Numbers**
- **Scheduling**



Maintenance Malpractice

CDR Al Stephens
Naval Safety Center
Norfolk, Virginia



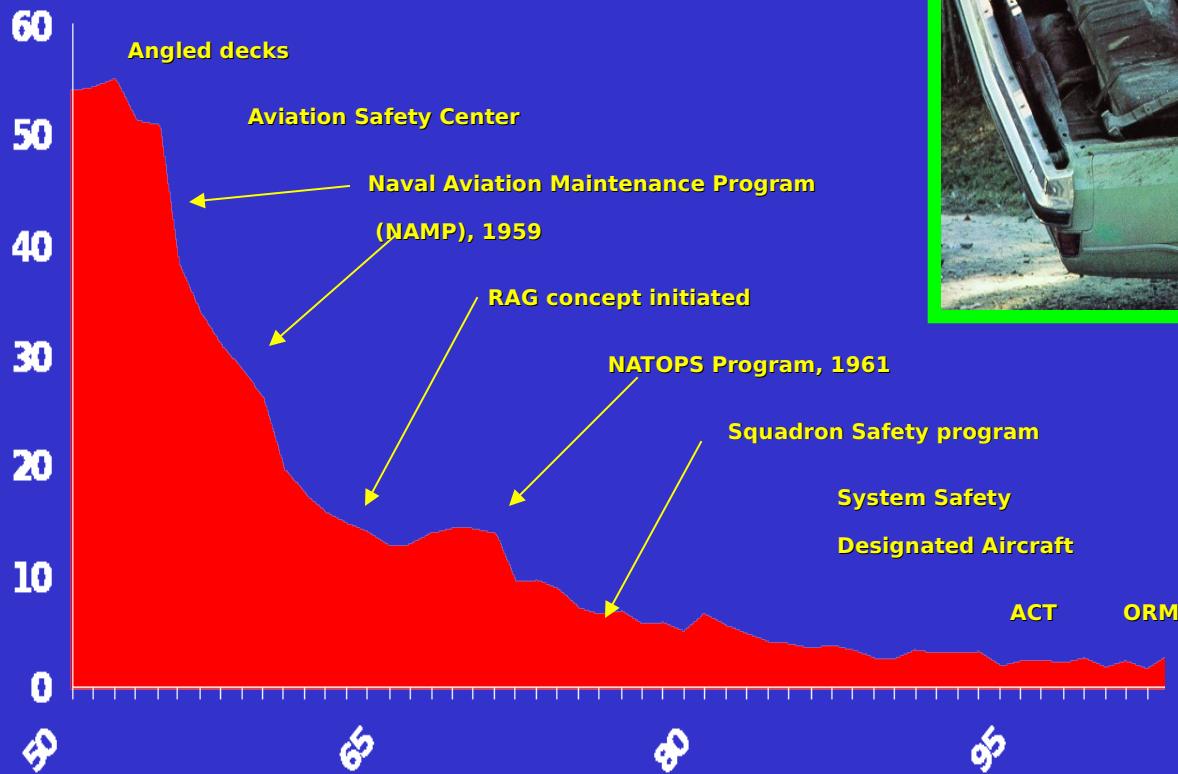
Risk Management in Aviation Maintenance

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What do they both do?

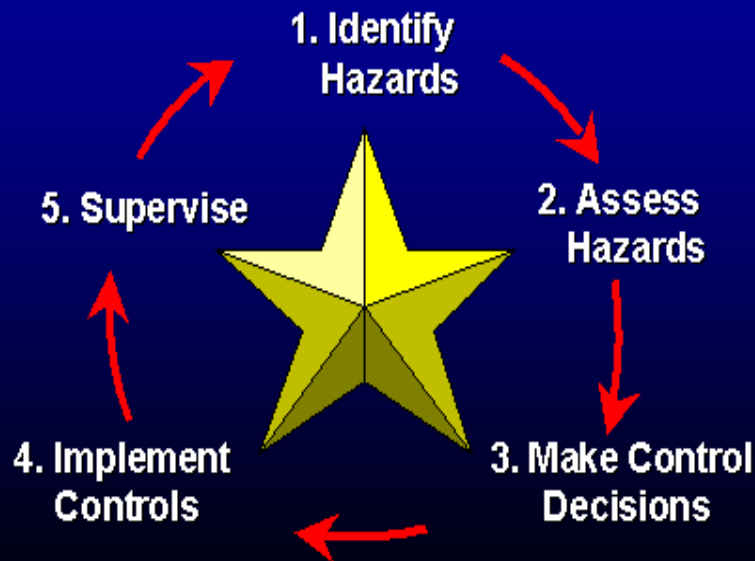
- **Provide history and statistical overview**
- **Review ORM principles**
- **Ground Crew Coordination (GCC) awareness**
 - **Seven Behavioral Skills**
- **Human Factors awareness**
 - **Dirty Dozen**

Statistics



ORM

5 Step ORM Process



Naval Air Forces Operational Risk Management Information

"The Goal of ORM is to elevate Situational Awareness and enhance Mission Accomplishment, with Safety a natural result."



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NOTICE: THE ORM WEB SITE WILL BE UNAVAILABLE FROM 1300 - 1400 ON 17 JUN 02 FOR SCHEDULED MAINTENANCE.

On-line ORM courses you can study or challenge with ORM University:

ORM University is a web-based e-learning product that includes four courses tailored by seniority and position. Upon completion, the student may print a certificate of completion. When you study a course, you walk through the entire course taking the practice quizzes and the final exam. Or you can challenge a course, by taking only the final exam.

Perform a Risk Assessment on-line with TRACS:

Are you putting together a Risk Assessment for an evolution and need some help working your way through the five-step process? A software package to assist you is just a click away. TRACS is the Total Risk Assessment and Control System and it takes the user through the Navy's five-step Operational Risk Management process and allows you to print-out an assessment for your Boss.

Help:

Having trouble getting TRACS or ORMU to work? Confirm your browser configuration.

[IE Configuration](#)

Contact Us:

CNAF Safety
DSN 735-2788
(619) 545-2788
orm@cnap.navy.mil

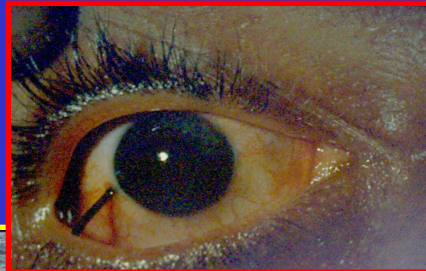
- The **ORM Fundamentals Course** provides an introduction to the ORM process, techniques, and basic tools. It is recommended for personnel at any level.
- The **ORM Essentials for Leaders Course** includes a brief review of ORM fundamentals and provides intermediate-level training on ORM application.
- The **ORM Application and Integration Course** provides advanced ORM concepts and applications.
- The **ORM Executive Overview Course** is intended to be used by senior Navy leaders (generally Squadron CO's and above).

- Save Assessments in your personal library
- View and import assessments from the public library.
- Recommend your assessment for use in the public library.

Ground Crew Coordination

GCC **Seven Behavioral Skills**

- Communication
- Assertiveness
- Mission Analysis
- Decision Making
- Situational Awareness
- Adaptability/Flexibility
- Leadership



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Human Factors

Dupont's Dirty Dozen Human Factor Error Causes

Lack of:

Communication
Awareness
Resources
Assertiveness
Teamwork
Knowledge

Abundance of:

Distraction
Complacency
Norms
Stress
Fatigue
Pressure



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The Differences

MMP

“White Hats”

Target Audience

Fleet Commands

Venue

Awareness

Objective

KRM

“Khaki”

AMO / SEAMS

Informational

Complacency



Characteristics

Complacency

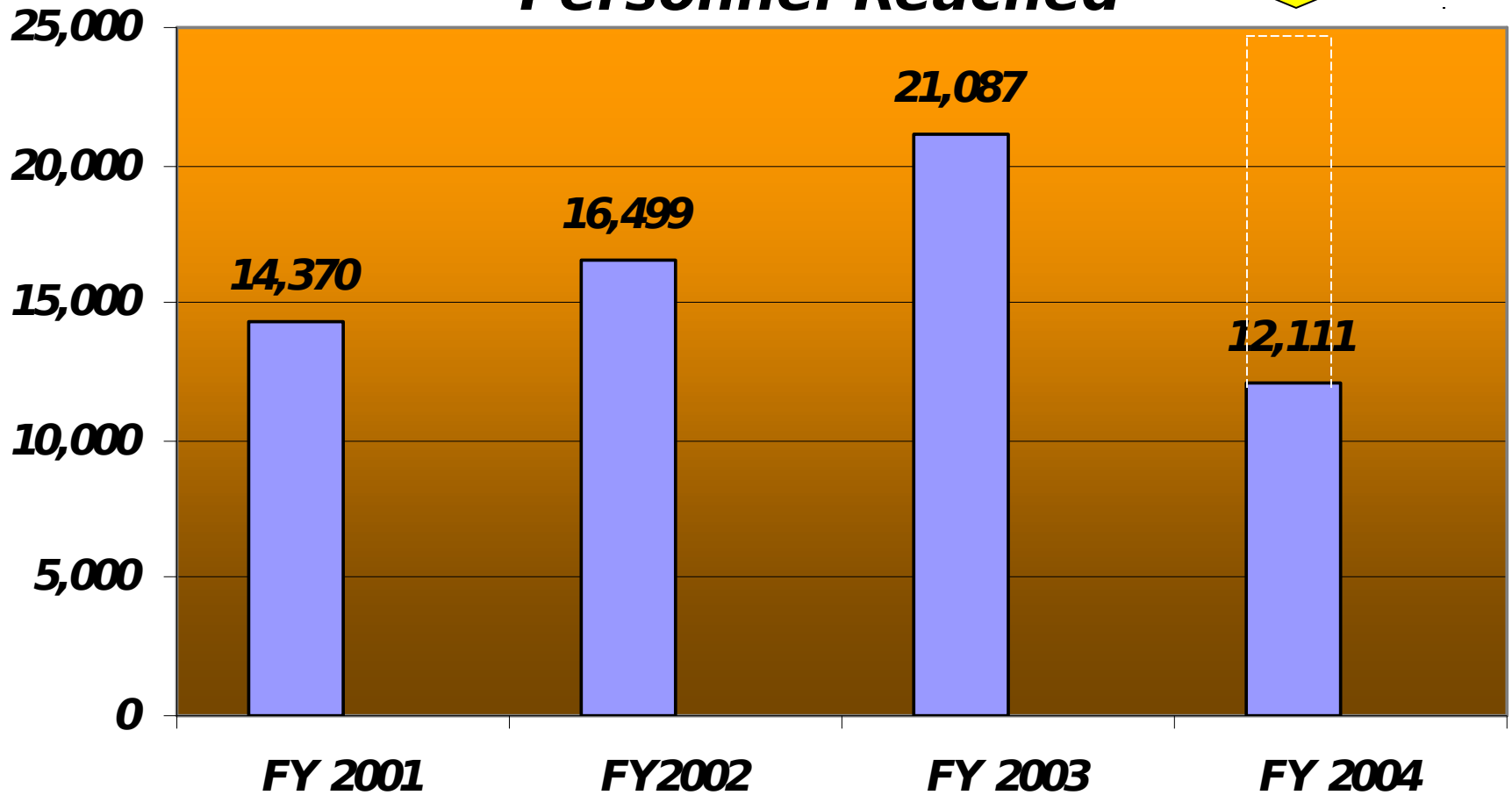


- Expect the unexpected.
- Inaction=Acceptance.
- Remain vigilant.

The Numbers

**FY04 Goal
25,000**

Personnel Reached



***Start of Annual
Travel Schedule***

Scheduling

ADCS Gary Dennis

Code 128B

gary.dennis@navy.mil

(757) 444-3520 x. 7292 (DSN 564)

AMCS Cheryl Poirier

Code 127B

cheryl.poirier@navy.mil

(757) 444-3520 x. 7221 (DSN 5

